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Department of Energy
Carlsbad Field Office
P. O. Box 3090
Carlsbad, New Mexico 88221



JUN 29 2012

Mr. Jon E. Hoff, Manager
Quality Assurance
Washington TRU Solutions, LLC
P.O. Box 2078
Carlsbad, NM 88221-2078

Subject: Acceptance of Corrective Action Plan for Corrective Action Report 12-020,
resulting from CBFO Office of Site Operations Oversight Activities

Dear Mr. Hoff:

The Carlsbad Field Office (CBFO) accepts the Washington TRU Solutions (WTS) Corrective Action Plan (CAP) that responds to Corrective Action Report (CAR) 12-020 which addresses a concern that the Waste Isolation Pilot Plant (WIPP) Form issues management process is not being implemented in accordance with WTS procedural requirements. CAR 12-020 resulted from CBFO Office of Site Operations oversight activities. The CBFO acceptance evaluation of the subject CAP is documented on the enclosed CAR Continuation Sheets.

If you have any comments or questions regarding this matter, please contact me at (575) 234-7459.

Sincerely,

Richard Farrell
Quality Assurance Specialist

Enclosure

cc: w/ enclosure

R. Unger, CBFO	*ED	D. Winters, DNFSB	ED
D. Gadbury, CBFO	ED	P. Hinojos, CTAC	ED
C. Hollowell, CBFO	ED	G. White, CTAC	ED
E. Preciado, CBFO	ED	R. Allen, CTAC	ED
C. Fesmire, CBFO	ED	WIPP Operating Record	ED
M. A. Mullins, WTS	ED	CBFO QA File	
W. Byant, WTS	ED	CBFO M&RC	
T. Reynolds, WTS	ED	*ED denotes electronic distribution	
T. Kesterson, NMED/DOE OB	ED		
J. Marple, NMED/DOE OB	ED		



CAR CONTINUATION SHEET

1. CAR No: 12-020

2. Activity No: N/A

3. Page 1 of 2.

Block # 16 Acceptance of Proposed Corrective Action

An evaluation was performed of the Washington TRU Solutions (WTS) Corrective Action Plan (CAP), developed in response to Carlsbad Field Office (CBFO) Corrective Action Report (CAR) 12-020. The CAP, dated 11 Jun 2012, was submitted by J. E. Hoff for Fran Ito, Performance Assurance Manager, WTS to Randy Unger, CBFO Director of Quality Assurance.

Italicized text, taken verbatim from the CAP, is used to show the correlation between the proposed corrective actions and evaluations performed by the CBFO Office of Site Operations representative.

REMEDIAL ACTIONS

WTS has taken and proposes the following Remedial Actions in response to the CAR condition:

Vessel Inspections were completed. The inspector was verified to hold a valid National Board Commission in accordance with the applicable chapters of the National Board Inspection Code. The records of inspections are kept in accordance with the National Board Inspection Code. The process could be improved by adding a prerequisite action in the PM procedure to attach a copy of the inspector's certification.

Evaluation:

A review of the proposed Remedial Actions has determined that the proposed corrective actions are acceptable.

INVESTIGATIVE ACTIONS (not quoted in their entirety)

In response to CAR 12-020, WTS Performance Assurance conducted a review of activities associated with the management assessment process. The review considered assessments of the MA program, corrective actions, and improvement initiatives over the last 18 months; as well as evaluating extent of condition and broader scope of the Condition Adverse to Quality identified in this CAR. The review indicates that numerous evaluations have verified that the improvement actions have been adequately implemented and appear to be effective in addressing areas of weak performance. WTS should continue to monitor the implementation and effectiveness of these improvements. During the review, Performance Assurance also identified additional opportunities for improvement that should enhance the program and help mitigate the condition identified in this CAR. To evaluate extent of condition, a review of a sample set of reports indicates that the WTS processes for monitoring operational activities and performing self assessments do not appear to have the same condition; however, these processes have been implemented a short period of time and relatively few reports have been published. WTS Performance Assurance will continue to monitor these programs and will schedule a management assessment to evaluate performance.

Evaluation:

A review of the proposed Investigative Actions has determined that the proposed corrective actions are acceptable.

CAR CONTINUATION SHEET

1. CAR No: 12-020

2. Activity No: N/A

3. Page 2 of 2.

ROOT CAUSE

Not Applicable

ACTIONS TO PREVENT RECURRENCE

WTS has proposed the following Actions to Prevent Recurrence:

1. *WTS Performance Assurance will revise 15-GM1000 to better clarify the relationship between section 1.4 and sections 3.8 through 3.12, to illuminate the resolution requirements for the different classes of management assessment results.*
2. *WTS will evaluate management assessment training for changes resulting from action one.*
3. *WTS Quality Assurance will perform an independent audit of Quality Improvement to assure that the mechanisms for issue resolution are adequately implemented and effective.*
4. *WTS Performance Assurance will continue to evaluate reports submitted through the Monitoring Operational Activities (MOA), Management Assessment (MA), and Self Assessment (SA) processes and will conduct a management assessment based on these observations.*

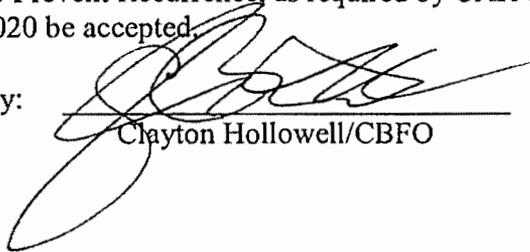
Evaluation:

A review of the proposed Actions to Prevent Recurrence has determined that the proposed corrective actions are acceptable.

ACCEPTANCE

The result of the CAP evaluation indicates that the CAP provides adequate Remedial Actions, Investigative Actions and Actions to Prevent Recurrence, as required by CAR 12-020. Therefore it is recommended that the CAP for CAR 12-020 be accepted.

Response Evaluated By:



Clayton Hollowell/CBFO

19 Jan 12
DATE